



CITY OF TEMPE

Housing Improvement Program

Sí usted desea interpretación de esta noticia en Español, por favor llame y deje mensaje para Rachel Perez o Maryna Leyvas, 480-350-8372 (TDD: 480-350-8913)

WHAT TO EXPECT FROM THE HOUSING IMPROVEMENT PROGRAM

The following are items you should consider before participating in the City's Housing Improvement Program:

- ❖ Not all the deficiencies you want corrected can always be approved. There is a limit on the amount of rehabilitation assistance you may qualify for and may receive. Items that are a threat to the health and safety of the homeowner will be a priority.
- ❖ The Home Improvement Program is **not** a remodeling program. Regular maintenance and routine repairs are not eligible under the program.
- ❖ Rehabilitation on your home may not solve all the problems. Items to be considered for rehabilitation must meet program guidelines.
- ❖ You will need to provide proper documentation to determine your eligibility for rehabilitation assistance. You will need to provide documentation regarding your household composition, income, assets, mortgage information and any other information necessary to determine your eligibility.
- ❖ Depending on the amount of assistance your home may need, and how much you may qualify for, you will receive either a deferred loan or a low-interest amortized loan. In either case, a lien will be placed on your property until the loan is paid in full.
- ❖ You, not the City, must select at least two licensed, bonded and insured contractors to bid on the proposed work to your home. The contractors will inspect your home and submit a proposal to you.
- ❖ The City of Tempe is not a contractor, does not recommend contractors and cannot guarantee that you will be satisfied with the work performed by your contractor. It is very important that you have screened your contractor and are comfortable that the work will be performed to your satisfaction. You are encouraged to ask your contractor for references. You should also check out your potential contractor with the State of Arizona Registrar of Contractors and the Better Business Bureau.

(Note: the City will **not provide references for contractors and will **not** recommend any contractor to you.)**

- ❖ The City will review the proposals and select the one that is most cost effective and reasonable. You, not the City, must approve the appropriate bid and sign a home improvement contract with your selected contractor.
- ❖ If you wish to use the contractor with a higher bid than the one selected by the City, you must pay the difference between the City's approved bid and your contractor with the higher bid.
- ❖ Your contractor is responsible for securing the applicable building permits to perform the work on your home.
- ❖ You, along with the Rehabilitation Grants Specialist assigned to your case, will approve the work performed by your contractor and will approve payments made to your contractor for work completed.
- ❖ Sometimes it can be stressful living in a house while rehabilitation work is being performed. The work on your home needs to be completed within 60 days as stated in your contract. Your schedule needs to allow your contractor to have daily access to your home during regular contractor business hours. Keep in mind that during the hot summer months, contractors begin their workday early.
- ❖ You must receive all applicable warranty papers from your contractor when the work is completed.
- ❖ Don't expect your house to be completely new when rehabilitation work is completed.
- ❖ Houses always need improvements. It would be a good idea to save money each month to help cover the cost of future repairs and maintenance. The Housing Improvement Program is not a maintenance program. Your application for future assistance may be denied if you have already received assistance in the past.
- ❖ Your contractor is responsible for guaranteeing the work performed on your home for 12 months. If the work performed on your home is not satisfactory, submit a written statement within one year of completion, outlining the problems to your contractor. Please send a copy of your statement to the City of Tempe Neighborhood Enhancement Division. If the contractor fails to correct any deficiencies after you have submitted written notice to him/her, you should file a complaint with the State of Arizona Registrar of Contractors and the Better Business Bureau.

We hope the above information helps prepare you for participating in the City of Tempe Housing Improvement Program. If you have additional questions, please don't hesitate to contact our office at 480/350-8372 (TDD: 480/350-8913).